



Staff Specialist Customer Service

Job description

Infineon CLM (Customer Logistics management) manage - as first point of contact - all demand fulfillment related activities with Infineon Customers end-to-end. We provide Premium Customer Experience by orchestrating between Customers and Internal Partners –providing value-add information & services to all parties through close communication and collaboration.

In your new role you will:

1. roactive collaboration and communication with customer is key in CLM's job.
2. Operate within Order Management systems and act according CLM Touch Scenarios, manage CLM KPI.
3. Coordinate different customer locations in regard to order management & logistics tasks.
4. Proactive collaborate and communicate open-orders, delivery plans and lead times towards customer.
5. Manage escalation situations in collaboration with internal partners by obtaining and verifying customer information.
6. Analyze and understand customer's demand and order behavior and proactively avoid supply issues by making use of reports and tools.
7. Proactive provide expected changes in customer demand and align action internally, continuously drive the improvement of demand supply gaps.
8. Understand customer supply chain end-to-end and strive to reduce complexity by developing customer insights and market intelligence (e.g. Supply Chain channel, product know-how, market development).
9. Review current operation processes and deployment of improvement measures (e.g. EDI, logistics programs, Supply Chain concepts).

Profile

You are best equipped for this task if you have:

1. BA degree or above in Engineering, Statistics, Business Administration, Supply Chain Management are preferred
2. Team player, is able to work independently and drive topics with cross function team, willing to take initiatives
3. Strong customer focus, interaction and negotiation skills to deal with tough situations
4. Strong analytical and problem solving skills in dealing with complexity, ability to prioritize and multitasking
5. Self-motivated and is able to work under pressure
6. MS office excel, PPT and fluent in English in oral and writing is a must
7. SAP, ERP, Oracle experience is a plus
8. Minimum 3 to 5 years working experience, customer Service and Planning experience is a plus

At a glance

Location: **Shenzhen, (China)**
Job ID: **329494**
Start date: **as soon as possible**
Entry level: **5+ years**
Type: **Full time**
Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search:

Job ID: **329494**
www.infineon.com/jobs



9. Market environment and business insights, semiconductor industrial experience is a plus

Benefits

- **Shenzhen**, : Coaching, mentoring networking possibilities; Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Flexible working conditions; Medical coverage; On-site social counselling and works doctor, in Wuxi only.; Provision of health tips, health knowledge sharing, annual medical check; Employees in Shanghai are entitled to use a gym located close to the office for free; On-site canteen, in Wuxi only.; Private insurance offers in some sites.; Wage payment in case of sick leave; Corporate pension benefits in some sites.

Why Us

Part of your life. Part of tomorrow.

We make life easier, safer and greener – with technology that achieves more, consumes less and is accessible to everyone. Microelectronics from Infineon is the key to a better future. Efficient use of energy, environmentally-friendly mobility and security in a connected world – we solve some of the most critical challenges that our society faces while taking a conscientious approach to the use of natural resources.

